GOVERNMENT OF INDIA
DEFENCE
LOK SABHA

UNSTARRED QUESTION NO:285
ANSWERED ON:03.02.2017
Grievance Redressal System
Chandrakasi Shri M.

Will the Minister of DEFENCE be pleased to state:

(a) the mechanism available to monitor functioning of grievances redressal system in the Armed Forces;

(b) whether the Government has taken note of service related grievances publicized recently by the personnel of lower ranks in the Armed Forces and if so, the follow-up action taken thereon; and

(c) whether the Government proposes to bring about an independent grievances redressal system in Armed Forces for boosting the morale of personnel and better efficiency; and

(d) if so, the details thereof?

Answer

MINISTER OF STATE (DR. SUBHASH BHAMRE)
IN THE MINISTRY OF DEFENCE
????? ????? ?????? (??. ????? ?????)
(a) to (d): For the redressal of grievances of the Armed Forces personnel, procedures have been clearly laid down in The Army Act, 1950; The Navy Act, 1957; and The Air Force Act, 1950. Further, the procedures for dealing with non-statutory representations / complaints have been laid down by the regulations and orders issued on the subject.
There are also informal mechanisms in place for redressal of grievances in the Armed Forces like the sainik sammelans, personal
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interviews, suggestion boxes, informal meetings, open forum on Air Force internet etc.
A web based Centralized Public Grievance Redress and Monitoring System (CPGRAMS) has been designed and implemented in all the Ministries / Departments of Government of India including the Department of Defence. This system provides online access to all including the Armed Forces personnel to lodge their grievances with the Ministry of Defence. The CPGRAMS system allows the Ministry to monitor the grievances and ensure their time bound redressal by the concerned organisations / institutions of the Ministry.
Thus well laid out grievance redressal systems are in place to deal with the statutory and non-statutory complaints/grievances of the Armed Forces personnel.

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